

Appendix A: N.C. Medicaid Automated Voice Response (AVR) System

800-723-4337

24 hours a day, 7 days a week*

**Except for system maintenance, 1:00 a.m. to 5:00 a.m. on the 1st, 2nd, 4th, and 5th Sundays of the month and 1:00 a.m. to 7:00 a.m. on the 3rd Sunday*

The Automated Voice Response (AVR) system allows enrolled providers to readily access detailed information on the following N.C. Medicaid topics using a touch-tone telephone:

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|------------------------------|-------------------------------------|--------------------------------------|
| ☎ Checkwrite Information | ☎ Hospice Participation | ☎ Procedure Code Pricing |
| ☎ Current Claim Status | ☎ Managed Care Enrollment (CA/CCNC) | ☎ Recipient Eligibility Verification |
| ☎ Dental Benefit Limitations | ☎ Prior Approval Information | ☎ Refraction Benefit Limitations |
| ☎ Drug Coverage Information | | |

Have the required information (below) available before placing your call. Providers are allowed up to 15 transactions per call.

Transaction	Description	Required Information
1	Verify claim status	Provider number, MID, “from” date of service (DOS), total billed amount
2	Checkwrite information	Provider number
3	Drug coverage	Provider number, drug code, and DOS
4	Procedure code pricing, CAP pricing, and modifier information	Provider number, procedure code, and type of treatment code or modifier code
5	Prior approval	Provider number, procedure code, type of treatment code or modifier code, and MID
6	Recipient eligibility and coordination of benefits; managed care status	Provider number, MID or SSN, DOS, and “from” DOS Note: Response includes CA/CCNC PCP name and telephone number
7	Sterilization consent and hysterectomy statement	Provider number, MID, and DOS
9	Repeat options 1 through 7	

Alphabetic Data Table

The following table is a reference for using alphabetic data. Use the numeric codes to identify the letters necessary. Be sure to press the asterisk (*) key before entering the numeric codes.

A –*21	E –*32	I –*43	M –*61	Q –*11	U –*82	Y –*93
B –*22	F –*33	J –*51	N –*62	R –*72	V –*83	Z –*12
C –*23	G –*41	K –*52	O –*63	S –*73	W –*91	
D –*31	H –*42	L –*53	P –*71	T –*81	X –*92	

The alphabetic code is represented by two digits. The first digit is the sequential number of the telephone keypad where the alphabetic character is located. The second digit is the position of the alphabetic character on the key. For example, “V” is on key #8 in the third position, so its code is *83. Refer to the July 2001 Special Bulletin II, *Automated Voice Response System Provider Inquiry Instructions*, for detailed instructions on using the AVR system. This special bulletin is available on DMA’s Web site at <http://www.ncdhhs.gov/dma/bulletin.htm>.